

2/6 9/1

2004-211-C



Judith A. Riley, J.D.

5909 Northwest Expressway, Suite 101  
Oklahoma City, OK 73132

May 20, 2009

VIA EXPRESS MAIL

Public Service Commission of  
South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210  
(803) 896-5125

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2009 MAY 22 AM 10:00  
PUBLIC SERVICE  
COMMISSION

RE: Service Quality Report – 1st Quarter 2009  
Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC

Attached please find the 1st Quarter 2009 Service Quality Report for the above named telecommunications provider.

If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 25, or by email at [amckay@telecompliance.net](mailto:amckay@telecompliance.net)

Sincerely,

A handwritten signature in cursive script that reads "Alicia G. McKay".

Alicia G. McKay  
Regulatory Agent

Enclosure

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME

Tennessee Telephone Service, LLC

QUARTER / YEAR

1st / 2009

Month:	JAN	FEB	MAR
Number of Customer Access Lines	300	231	358
Trouble Reports / Access Line (%)	13/4%	12/3%	16/4%
Customer Out of Service Clearing Times (%)	100%	100%	100%
New Installs Completed w/in 5 Days (%)	96%	97%	98%
Commitments Fulfilled (%)	97%	100%	99%

Comments / Explanations: \_\_\_\_\_  
\_\_\_\_\_

Person Making Report / Contact Information: Pearl Lombardo  
615-229-2137 pearlombardo@freecomusa.com

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SECTION